GWServes on the Givepulse platform (https://gwserves.givepulse.com) is GW's tool for networking and information sharing among faculty, students, and community partners. It facilitates collaboration as an institution, with our community partners, to serve our city more effectively. It also allows the Nashman Center to create robust reports, maps, and spreadsheets about community partnership projects with students and faculty.

While GWServes can do much more, this introductory guide provides instructions for the four most important initial tasks that will help you start networking here. These first steps should take no longer than an hour. Instructions for course instructors using GWServes to monitor student service follow.

Document Links

Create Your Profile

You have the option to use your profile to share your interests here in detail, but here we will describe a minimal approach.

Login:
- Navigate to gwserves.givepulse.com and click the "login" link at the upper right of the screen. GWServes is a single sign-on platform, so you use the same password as other GW platforms (e.g. email).
- In the upper right of the screen, the drop-down menus will have a title that says, "Hi [your name]." From that menu, **choose profile**. Then click the green **Edit Profile** button on the right side of the screen.

Add information to your profile by navigating the menu on the left. *Important: all profile information is public and should be voluntarily shared. You need not respond to every prompt.*

As you edit your profile, click the blue "Save Changes" button at the bottom of each screen.

Recommendations for a minimal profile that maximizes networking:

- Basic Info
    - Add a brief description of your community engagement interests
    - Add your job title(s), so others know your academic department
    - Add a profile picture, to facilitate connections during in-person meetings
- Notifications: Control how often you receive messages from GWServes
    - When someone finds you on GWServes uses it to reach out to you, that message will appear in your GW email inbox.
    - Choose notification settings specific to each group or course you are affiliated with. We recommend weekly updates for courses and daily updates for GW groups.
- Causes and Skills
    - Checked items become search terms for those in the DC and GW community to find you.
    - If there is a cause or skill you would like to add to this list, please let us know and we will request it.
- Consider adding information under:
    - Boards and Commissions: It is very helpful to have others be aware of these roles.
    - Research: Check your research interests and upload publications that help others understand your research interests.

Screen View of Profile Page

Join Community Organizations and GW Groups

Clicking the "Join" button on a group page indicates your interest in that group and ensures you will receive a notification about announcements they make to the GWServes page.

Find Community Organizations
- Click the GW logo in the upper left to go to the main GWServes page.
- Click the "Explore" link from the top of the screen.
- Select the "Groups" button on the upper right and use the search function
  - Search terms can include words in the name of the organization or group, or key terms related to the work they do, such as "youth development."
- From the search results, click the organization name to link to their GWServes page.
- From this page, click the "Join" button, which appears just under the organization name.

If you partner regularly with a community organization that is not on GWServes, let us know. We would be happy to reach out to them about joining the platform (which is free for them).

Find GW groups
- Click the GW logo in the upper left to go to the main GWServes page.
- Click the blue "Subgroups" link that appears in the middle of the screen.
- The resulting screen has a keyword search function to find GW groups you can join.
- Join the GWServes group by clicking the "Join" button. This affiliation does not imply "official membership" but just your interest in receiving announcements from them.

We recommend faculty consider these groups:
- **Community Engaged Scholarship.** This is a group for faculty at GW who do any form of scholarly work in mutually beneficial community partnerships. This includes teaching, research, creative work, clinical practice, etc.
  - This is the page to bookmark in your web browser. Unless you are a course instructor, it is the page you will use most.
- **Community Engaged Scholarship Subgroups.** From the above page, click the "subgroups" link to see these options. Subgroups help faculty/community partners with similar interests connect with each other, and allow The Nashman Center to create reports of the community initiatives related to the subgroup.
- **Courses: Community Engaged Scholarship.** Each of GW's community engaged scholarship courses have a here, where students report service activities, instructors monitor project progress, and students, faculty, and community partners communicate with each other.

Report Projects/Partnerships

GWServes uses the term "add impact" to describe reporting the projects you engage in. This includes service projects, research initiatives, or any other community engaged scholarship endeavor. **The menu under "Hi Your Name" includes a link to the "add impact" form.**

While some GW students are encouraged to report an impact every time they serve, we encourage faculty to make just one GWServes report to represent an entire project. Know that you can return to an impact at any time to make updates, so don't wait until projects are finished to report them.

Completing the *Add Impact* Form

- Where did you create the impact? This refers to the community organization you worked with.
  - If you have already affiliated with them on GWServes, you can click the **My Groups** button to find them quickly.
  - If the organization you worked with does not have a GWServes page, click on the blue "Can't find it?" button, where you can enter the organization name.
- Verification.
  - The verification step does not apply to faculty, but if you would like to indicate the name and email of the person you coordinated most closely with, use the "click here to add contact info" link. They will receive an email linking to the impact report you submit.
- Start and end date of the project. Estimates are fine and updates can be made later.
- Impact Type. Most community engaged scholarship projects indicate an investment of time. "Training" here refers to training received in order to serve responsibly/effectively.
- Impact Measurement. There is no expectation that faculty track their time, a best estimate to represent the scope of the project is fine.
- Type of Service. Select the option that best represents your work.
  - This list is from "pathways to public service," a national model. These categories help us report the nature of GW's campus partnerships in more detail.
  - "Teaching" is often a category faculty request. If the project you are reporting is connected to one of your courses, the "type of service" should represent the nature of the service you/your students did. In reporting time served, please only account for your own time, as your students' time will be accounted for in the reports they make for your course.
- Items to describe the project. Lengthy responses are not expected, just enough to indicate the nature and goals of the project. If longer descriptions are available as uploaded documents or weblinks, please do include those.
- Sharing. The community organization indicated at the top of this report will receive a copy of what you submit here. From there, you can choose who can see the report:
  - Click on **Select: All** to see a list of the groups you have joined on GWServes.
  - Click the "x" on each group to remove it from the list your report will be shared with.
  - To help the Nashman Center report community engagement at GW, please share your report with:
    - George Washington University and The Nashman Center
    - Community Engaged Scholarship
    - Relevant GWServes subgroups you are part of (e.g. "CBPR" or "Nursing")
  - We prefer you keep your impact report "public" but this is your choice.
  - Click the green "Add Impact" button and review the subsequent screen to make sure all the information is correct.

Update an Existing Impact Report

Update a report when you have more to add: a community report mentions the usefulness of your contribution, an academic journal publishes your article, new photos become available - any additional news worth sharing.

- Use the drop-down menu under **My Activity**, which is in the upper-right, to select **Impacts**.
- Select the project in question from the list of your reported impacts.
- Click the blue **Option** link (top right of report) and choose **Edit**.
- Make changes or additions and click the green **Update Impact** button.

Thank you in advance for contributing to the quality of information the Nashman Center has to report GW's campus-community partnerships and the outcomes of community engaged scholarship.

Additional Tools Available

The GWServes platform can also:

- Distribute surveys and report results via infographics or as a spreadsheet for download
- Distribute invitations to events, track registrations, and facilitate event check-in
- Distribute/collect applications for projects like internships or research teams
- Distribute documents among subgroup members
- Facilitate on-going conversations among subgroup members (post to the "wall" on any group's page)

Trouble-Shooting

In our experience, these are the most common reasons that GWServes isn't responding as it should.
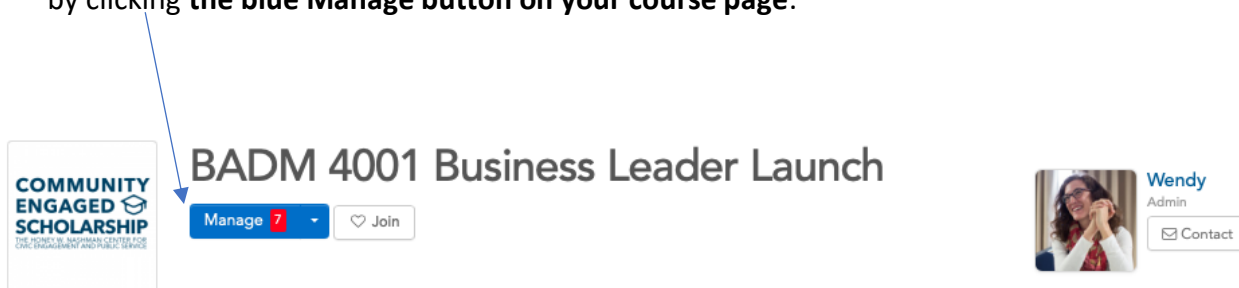
1. Have you logged in? The login is in the upper right of any screen in GWServes. It will say, "Hi [your name]" if you are logged in already.

2. Have you merged multiple accounts? Here's how to check:

   a. Under the "Hi [your name]" drop down menu (upper right of screen), click **profile**
   b. Click the green "edit profile" button in the upper right
   c. On the left-side menu, click "Merge Accounts"
   d. In the "Enter email address of account to merge over" box, enter one and then the other of your gmail email addresses (@gwu.edu and @email.gwu.edu)

3. If you are still having trouble, don't hesitate to reach out to Wendy Wagner: wagnerw@gwu.edu

GWServes Guide for Course Instructors

Course instructors can use GWServes to monitor their students' progress on community engagement projects. This is also information you can ask your Nashman Center Course Guide to monitor for you.

Login in to **GWServes.Givepulse.com** and Go to Your Course Page

- Navigate to and click the "login" link at the upper right of the screen. GWServes is a single sign-on platform, so you use the same password as other GW platforms (e.g. email).
- Under the **My Activity** menu, select "Classes." The resulting screen will list your courses. Note the tabs across the top indicating the semester and year.
- Choose the course you want to review.
- The options described in this Guide are all accessed from the Management screen. Access that by clicking **the blue Manage button on your course page**.

Explore General Course Reporting Options

Click the blue "Manage" button.

- From the resulting menu on the left, use the **Impacts** menu to select Heatmap, Word Cloud (made from student reflections), and other reports.

Click the blue "Manage" button.

- From the resulting menu on the left, use the **More Tools** menu to select "Insights"
- On the resulting page, make sure you have adjusted the time frame in the upper right. Then review the resulting reports.

Manage you

George Washington Universit

- Switch -

⚙ Manage

✏ Edit Class

⬈ View Public Page

⚙ Customize ▾

👤 Users ▾

📅 Events ▾

$ Giving ▾

🐾 Impacts **7** ▾

🎓 Academia ▾

🕸 Network ▾

☰ Surveys ▾

💼 Internships ▾

🏆 Points ▾

📁 Resources ▾

👥 More Tools ▾

Update Course Description for Course Report

We use your GWServes course description as a starting place for our Course Report each semester. Please help us tell others about your great course by providing a robust description of student service activities, scholarly work, and deeper learning outcomes.

- Click the **Edit Class** button.
- Navigate the resulting tabs to make updates to your course, particularly the description.

Review a Summary by Student Roster
- Use the **Users** menu to select "Manage Users"
- Use the Configure Layout option in the upper right to select the fields you want to see. Be sure to scroll down to the **green APPLY button**. Our recommendations are:
  - Total Hours
  - Total Impacts
  - First Impact
  - Last Impact
- Note you can sort this table by any field (e.g. "total hours") by clicking the blue headers at the top.
- Scroll to the right to see the **Actions** column. Use this drop down to communicate with students.
- To message multiple students, such as those with

Review All Student Reports
- Use the **Impacts** menu to select "Manage Impacts"
- Use the Configure Layout option in the upper right to select the fields you want to see (see screen shot below). Be sure to scroll down to the **green APPLY button**. Our recommendations are:
  - Start Date
  - Primary Group
  - Event
  - Verifier
  - Hours Served
  - Verified
  - What did you do?
  - Review, Reflection, and Feedback (optional, if you ask your students to reflect here)
- Scroll to the right to see the **Actions** column. Use this drop down to view more details of the student report, and communicate with students.
- To export this data to a spreadsheet, use the blue **Actions** button.

Actions ▾

Impacts | Timesheets

You have 7 Impacts that need to be verified. To view click here or filter by verified = pending below

From :
To :

Display all
Filter by Subgroup Memberships

Filter | Clear

1 - 20 of 112 Impacts | ⚙ Configure Layout | Bulk Actions ▾

☐	Name ▾	Start Date	Start Time	Primary Group	Event	Verifier	Hours Served	Verified	Email	What did you do?	Actions
☐	Abeer Alsadhan	10/10/2021		Community Engagement Consulting		Leila Wynnyckyj	0.50	Verified	abeeralsadhan@gwu.edu	This was a firm meeting that I joined virtually in which we got updates on other projects and learned about E-Board positions	⬍
☐	Abeer Alsadhan	10/11/2021		Community Engagement Consulting		Leila Wynnyckyj	1.00	Verified	abeeralsadhan@gwu.edu	This was a team meeting in which my team and I finalized an employee handbook to give to our client. We went over who would say what and created a brainstorming document to ensure we got	

✓
View Details

Message

Edit

Request Details
Unverify
Download Certificate
Dispute
Unlink/Remove